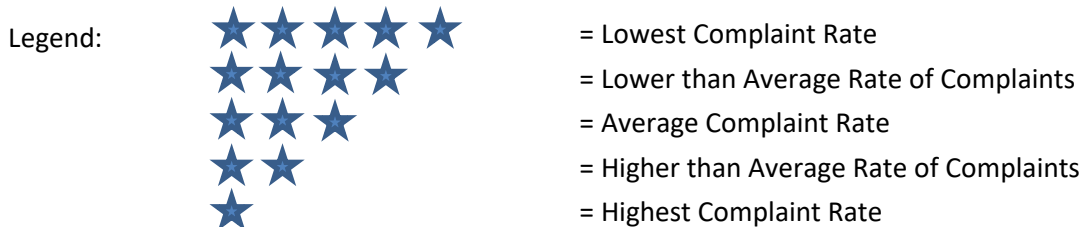


Retail Electric Supplier Complaint Scorecard

Complaint Rates for February 2016 through July 2016

The following Complaint Scorecard shows how each of the retail electric suppliers' rate of complaints compares to the average rate of complaints for the entire residential market.

A five star methodology was implemented on the February 2013 Complaint Scorecard due to the increased number of electric suppliers serving residential customers.



| Rank | Supplier | August 2016 Complaint Score | Complaint Score Last Month |
|------|------------------------------|-----------------------------|----------------------------|
| 1 | Hiko | ★★★★★ | ★★★★★ |
| 2 | MC Squared | ★★★★★ | ★★★★★ |
| 3 | Agera Energy* | ★★★★★ | ★★★★★ |
| 4 | Champion Energy | ★★★★★ | ★★★★★ |
| 5 | Homefield Energy | ★★★★★ | ★★★★★ |
| 6 | FirstEnergy Solutions | ★★★★★ | ★★★★★ |
| 7 | MidAmerican Energy Services | ★★★★★ | ★★★★★ |
| 8 | Dynegy Energy | ★★★★★ | ★★★★★ |
| 9 | IGS | ★★★★★ | ★★★★★ |
| 10 | Viridian | ★★★★★ | ★★★★★ |
| 11 | Xoom Energy | ★★★★★ | ★★★★★ |
| 12 | Constellation Energy** | ★★★★★ | ★★★★★ |
| 13 | Nordic Energy Services | ★★★★★ | ★★★★★ |
| 14 | Public Power | ★★★★★ | ★★★★★ |
| 15 | Green Mountain Energy | ★★★★★ | ★★★★★ |
| 16 | EnergyMe | ★★★★★ | ★★★★★ |
| 17 | Illinois Gas & Electric | ★★★★★ | ★★★★★ |
| 18 | AEP Energy | ★★★★★ | ★★★★★ |
| 19 | North American Power and Gas | ★★★★★ | ★★★★★ |
| 20 | Ambit | ★★★★★ | ★★★★★ |
| 21 | Verde Energy USA | ★★★★★ | ★★★★★ |
| 22 | Ethical Electric | ★★★★★ | ★★★★★ |
| 23 | Plymouth Rock Energy | ★★★★★ | ★★★★★ |
| 24 | NRG Home | ★★★★★ | ★★★★★ |
| 25 | Star Energy Partners | ★★★★★ | ★★★★★ |
| 26 | Direct Energy Services | ★★★★★ | ★★★★★ |
| 27 | National Gas & Electric* | ★★★★★ | ★★★★★ |
| 28 | Energy Plus | ★★★★★ | ★★★★★ |

| | Supplier | August 2016 Complaint Score | Complaint Score Last Month |
|----|--------------------------------------|-----------------------------|----------------------------|
| 29 | Tara Energy | ★ ★ ★ | ★ ★ ★ |
| 30 | Sperian | ★ ★ ★ | ★ ★ ★ |
| 31 | Starion | ★ ★ | ★ ★ |
| 32 | Spark Energy | ★ ★ | ★ ★ |
| 33 | Everyday Energy d/b/a Energy Rewards | ★ ★ | ★ ★ |
| 34 | Consolidated Edison Solutions | ★ ★ | ★ ★ ★ ★ ★ |
| 35 | IDT Energy | ★ ★ | ★ ★ |
| 36 | Clearview Electric | ★ ★ | ★ ★ |
| 37 | Eligo Energy | ★ ★ | ★ ★ |
| 38 | Santanna Energy Services | ★ ★ | ★ ★ |
| 39 | Liberty Power | ★ | ★ ★ |
| 40 | RealGY | ★ | ★ |
| 41 | Oasis Energy | ★ | ★ |
| 42 | Major Energy | ★ | ★ |
| 43 | PALMco Energy | ★ | ★ |
| 44 | Entrust Energy | ★ | ★ |
| 45 | Smart Energy Holdings, LLC* | ★ | ★ |
| 46 | Aspirity Energy* | ★ | ★ |
| 47 | Mega Energy* | ★ | ★ |

*Supplier had fewer than 200 residential customers for a portion of the six month reporting period.

**This includes customers and informal complaints of Integrys Energy Services, which Constellation Energy purchased in early 2015.

The suppliers are scored into five groupings of approximately equal size based on a 6-month rolling average of complaint rates per 1,000 customer relative to other companies. These figures are updated monthly and are based on all informal complaints the ICC has received, irrespective of whether or not the supplier was determined to be at fault or adequately resolved the customer's complaint. In many cases, the ICC's informal complaint process adequately addresses the customer complaints with quick resolution by the supplier. Also significant changes in the complaint ratio may occur from month to month for smaller suppliers based on only a few complaints. This complaint summary should be viewed as only one measure of the customer service provided by the suppliers.

You may wish to also review other resources regarding a supplier's customer service such as the Better Business Bureau.